

APPENDIX B – Age UK Lambeth method statement

NEW ‘STAY HOME SAFELY’ SERVICE

AGE UK LAMBETH

METHOD STATEMENT

1. SUMMARY OF APPROACH TO MOBILISING AND DELIVERING THE SERVICE

- Appointed system lead to manage new service
- Data system developed
- Recruitment started via Charity Job (social media, website and internally), interviews starting this Thursday 18th March 2021
- References and DBS checks following successful recruitment
- Training and induction starting week commencing Monday 22nd March 2021
- Phone line open Monday 29th March 2021
- Open for referrals Monday 29th March 2021

2. QUALITY

We have achieved and follow the Age UK Charity Quality Standard (CQS) we also have a number of approved policies and procedures that we follow and stick too. We will be providing new staff with an induction to the charity, description of their role, while receiving appropriate training. We will also be asking for feedback from our clients (and other providers) to ensure our service is meeting their needs and to find out ways we can improve.

3. EFFICIENCY & VALUE FOR MONEY

The service will dovetail with other service providers to ensure we are as efficient as possible. All clients will have access to other services provided by Age UK Lambeth if appropriate at no extra cost.

4. HEALTH & SAFETY OF STAFF AND CUSTOMERS

Regarding our staff, we have a robust health and safety policy led by our senior manager. We have regular supervisions and provide support, such as our MYlife coaches if needed. We will also ensure that our task workers will be provided will full PPE. In regard to the clients, the focus of the service is their health and safety.

5. SAFEGUARDING

All staff will have safeguarding training in their induction led by our senior manager who is a member of the Lambeth Safeguarding Adult Board. Gateway has good links with the safeguarding team and we a strong record of referrals and support.

6. DATA PROTECTION

We have a robust data protection policy; we use encrypted email where required and our data is held on a secure system. All staff are also aware of our rules around data protection.

7. PUBLIC SECTOR EQUALITY DUTY

All referrals will be asked EDI and reported on weekly.

8. IT SYSTEMS, DATA QUALITY & REPORTING

We will be using a system called Podio to collect and store data, this system is very familiar as we use it for many of our other services. We will use this Podio to create reports similar to the Gateway reporting currently being delivered to LBL daily.

9. APPROACH TO ENVIRONMENTAL SUSTAINABILITY

We strive to be as environmentally friendly as possible and are always making changes to improve this. We only print when necessary and we recycle in our office. We also make sure the staff are clearing out their Google drives and emails to reduce data waste.

10. MENU OF SUPPORT FOR LAMBETH'S NEW 'STAY HOME SAFELY' SERVICE

		Fulfilment by Age UK?	How?	Notes on the circumstances / criteria
Shopping	<i>Immediate</i> personal shop (food, medicines and basic supplies)	Yes	Salaried staff	Client to pay for items unless is experiencing financial crisis and unable to afford
	<i>Follow-up</i> shopping	Yes	Salaried staff, and referral to OnHand where necessary	
	Meals on wheels-type service (hot/ready meal delivery)	Yes	Salaried staff collecting from local restaurants/takeaways	
	Prescription medicines	Yes	Salaried staff, and referral to OnHand where necessary	
	Other essentials	Yes	Salaried staff, and referral to OnHand where necessary	
Bills	Prepayment meters for gas & electricity	Yes	Salaried staff	
	Paying money/credit lenders on time	Yes	Salaried staff	
	Paying rent on time	Yes	Salaried staff	
	Paying other bills on time	Yes	Salaried staff	
Caring tasks	Childcare	No	Registered childminders/nannies	
	Elderly support e.g., hot meals & shopping	Yes	Salaried staff, and referral to OnHand where necessary	Client to pay for items unless is experiencing financial crisis and unable to afford

	Petcare	Yes	Salaried staff, and referral to OnHand where necessary	This service is free and can be used as much as the client needs
Support	Emotional support e.g., counselling referral	Yes	Refer to MYcommunity (NHS or Lambeth Talking Therapies)	Depends on circumstances
	Someone to talk to, social contact	Yes	Refer to Myneighbour volunteers	This service is free and can be used as much as the client needs
	Help completing benefits applications/managing money & debt	No	CAB & the other advice agencies over the phone	
	Help managing money	No	CAB & the other advice agencies over the phone	
	Finding a new job	No	“Opportunity Lambeth” on 020 7926 0500 or opportunitylambeth@lambeth.gov.uk https://opportunity.lambeth.gov.uk/ Opportunity Lambeth also will have information on training opportunities. Also www.gov.uk/find-a-job ; JobcentrePlus; nationalcareers.service.gov.uk/ or speak to a careers adviser on 0800 100 900 or use webchat on the website	
Communication	Basic mobile phone for those without	Yes	Salaried staff	No charge but service is lending only.
	Mobile phone credit top up	Yes	Salaried staff	Client to pay for items unless is experiencing financial crisis and unable to afford
	Laptop/Wi-Fi dongle for digital access	Yes	Salaried staff	No charge but service is lending only.

	Internet data	Yes	Salaried staff	Client to pay for items unless is experiencing financial crisis and unable to afford
Money	Support to apply for the £500 payment e.g., advising on eligibility; completing the form for those without digital access	Yes	Salaried staff	Eligibility on website
Other	Home Library Service	No	To enquire, please send us your contact details to libraries@lambeth.gov.uk .	The service is available to anyone who cannot get to the library due to age, illness or disability.